

## Electronic Acknowledgement Receipt

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|---|---|
| <b>EFS ID:</b>                              | 6652748                                 |
| <b>Application Number:</b>                  | 10083263                                |
| <b>International Application Number:</b>    |   |
| <b>Confirmation Number:</b>                 | 4221                                    |
| <b>Title of Invention:</b>                  | Customer satisfaction system and method |
| <b>First Named Inventor/Applicant Name:</b> | Vincent P. Vaccarelli                   |
| <b>Customer Number:</b>                     | 62095                                   |
| <b>Filer:</b>                               | Jeannette M. Walder/Cora Utley          |
| <b>Filer Authorized By:</b>                 | Jeannette M. Walder                     |
| <b>Attorney Docket Number:</b>              | A2038-US-NP XERZ 2 02261                |
| <b>Receipt Date:</b>                        | 16-DEC-2009                             |
| <b>Filing Date:</b>                         | 25-FEB-2002                             |
| <b>Time Stamp:</b>                          | 19:51:36                                |
| <b>Application Type:</b>                    | Utility under 35 USC 111(a)             |

### Payment information:

|                        |    |
|------------------------|----|
| Submitted with Payment | no |
|------------------------|----|

### File Listing:

| Document Number | Document Description | File Name           | File Size(Bytes)/<br>Message Digest       | Multi Part /.zip | Pages (if appl.) |
|-----------------|----------------------|---------------------|---|------------------|------------------|
| 1               |                      | A2038-US-NP_Amd.pdf | 91092                                     | yes              | 8                |
|                 |                      |                     | 22aa068b01515cb67b2609904f8ba09f310127d08 |                  |                  |

|  | Multipart Description/PDF files in .zip description |       |     |
|--|---|-------|-----|
|  | Document Description                                | Start | End |
|  | Amendment/Argument after Notice of Appeal           | 1     | 1   |
|  | Claims  | 2     | 4   |
|  | Applicant Arguments/Remarks Made in an Amendment    | 5     | 8   |

**Warnings:**

**Information:**

|                                     |       |
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| <b>Total Files Size (in bytes):</b> | 91092 |
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**New Applications Under 35 U.S.C. 111**

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

**National Stage of an International Application under 35 U.S.C. 371**

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

**New International Application Filed with the USPTO as a Receiving Office**

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.